

CLAIMS

1. (Original) A voice application creation and deployment system comprising:
a voice application server for creating and serving voice applications to clients over a communication network;
at least one voice portal node having access to the communication network, the portal node for facilitating client interaction with the voice applications; and
an inference engine executable from the application server;
characterized in that the inference engine is called during one or more predetermined points of an ongoing voice interaction to decide whether an inference of client need can be made based on analysis of existing data related to the interaction during a pre-determined point in an active call flow of the served voice application, and if an inference is warranted, determines which inference dialog will be executed and inserted into the call flow.
2. (Original) The system of claim 1 wherein the communications network is the Internet network.
3. (Original) The system of claim 1 wherein the communications network is a combination of an Internet and telephony network.
4. (Original) The system of claim 1 wherein the inference engine is part of the application logic maintained in the voice application server.
5. (Original) The system of claim 1 wherein the at least one voice portal is an interactive voice response system combined with a telephony server.
6. (Original) The system of claim 1 wherein the at least one voice portal is a computerized node connected to a data network having access to the Internet.
7. (Original) The system of claim 1 wherein the inference engine is called at pre-determined points in a call flow of an interaction using a voice application.

8. (Original) The system of claim 1 wherein the inference engine uses session information and or historical data collected about a caller to decide if an inference should be executed.

9. (Original) The system of claim 1 further comprising a universal grammar adapter adapted to produce universal grammar script from a specialized input, the script transformable into any one of a plurality of scripting languages supported by and referred to as a specification parameter of a speech-to-text/ text-to-speech engine.

10. (Original) The system of claim 1 wherein the inference dialogs are multi part composites of separate dialogs.

11. (Original) The system of claim 1 wherein the related data includes one or a combination of caller line identification, caller number identification, and caller history data.

12. (Original) The system of claim 1 wherein the related data is mined for statistics that are compared with an inference model to determine a particular inference.

13. (Original) The system of claim 1 further comprising an inference model, including an ontology set and a semantic index.

14. (Original) The system of claim 1 wherein the inference engine causes generation of voice dialog from a base of semantics.

15. (Original) The system of claim 1 wherein the inference engine causes an inference to occur at more than one time during the course of an interaction.

16 - 27. Canceled.